

## **Complaint Resolution Agreement**

Made under the Authority of section 55(2)(a.1) of the *Health Professions Act*

Between:

Registrant  
(the “Registrant”)

And

Alberta College of Dental Hygienists  
(the “College”)

A Complaint Resolution Agreement was entered into between the Registrant and the College in August 2024.

The particulars of the Registrant’s unprofessional conduct arise from a complaint made to the College by another health professional relating to conduct wherein the Registrant:

- Recorded a dispute with administrative staff and posted the video of the dispute on social media.

The Registrant agreed to read and review the College Code of Ethics, and Standards of Practice (“SOPs”) on Privacy and Confidentiality, Professional Accountability, and Communication. Considering these SOPs, the Registrant wrote a paper reflecting on the decision to post a dispute on social media, how they might handle things differently in the future, what specific elements of the SOPs and Code of Ethics are relevant, how the social media post affects the integrity of the profession of dental hygiene, and considering what other more productive steps could be taken when dealing with a dispute.